Indiana Department of Homeland Security

WebEOC Help Guide

November 4, 2009

This guide is designed to assist authorized WebEOC users access the State of Indiana's WebEOC system. For additional information please see the WebEOC user's guide and/or the WebEOC policy.

1. This guide only applies to the State of Indiana WebEOC System located at:
    a. https://eoc.in.gov
        i. You must include the S in https, without the S you won't be able to access the system.
        ii. Do not use www. in the address

2. Logging in
    a. Once you go to https://eoc.in.gov you be taken to the log in screen. Enter your user name and password. Your user name should be in the following format of Last Name, First Name (Agency) for example:

Spaces

Jones, Dave (INDOT)

3. It is important to remember after **several invalid attempts** to log onto the system **your account will be locked**. Before you account gets locked, use the Forgot Username/Password feature outlined on the next three pages. If your account is locked, wait **10 minutes** and your account will automatically unlock.
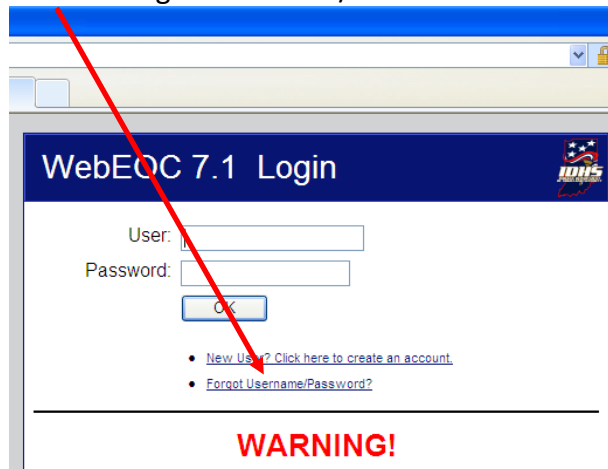
4. Pop-ups
    a. Be sure to disable or add eoc.in.gov to your pop-up blocker.
        i. This includes any add-ons such as Google and/or Yahoo tool bars.[1]
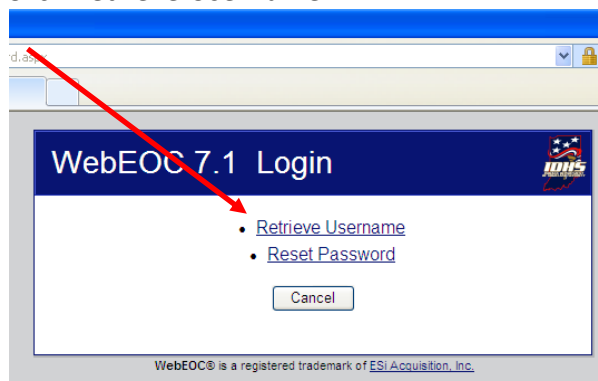   ii. If a yellow bar appears, right click in the yellow area to allow pop-ups from this site.
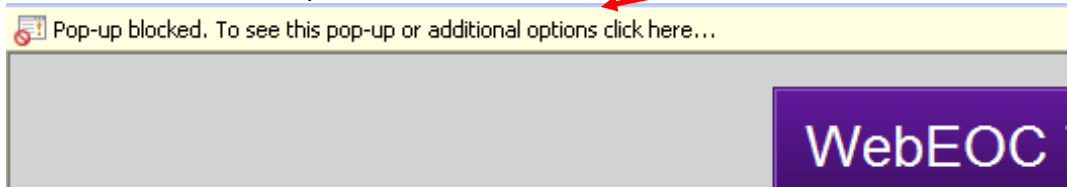
5. If you forget your user name…
    a. Go to the log in page.
    b. Click on Forgot Username/Password? on the main log in screen.

    c. Click Retrieve Username

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[1] IDHS EOC staff do not recommend the use of add on tools bars including Google and/or Yahoo.

d. Enter your email address associated with your WebEOC account twice and click continue.

e. An email will be sent to the email account associated with your WebEOC account.
f. If you are using Microsoft Outlook Webmail, click on the link in the email.
   i. You will be taken to internet explorer and receive an error
   ii. In the address bar, delete the webmail address to the point where you see https://eoc.in.gov/eocy7…
   iii. Hit enter or click go
   iv. If this doesn't work for you, please access Outlook directly to see a useable link.
6. If you forgot your password…
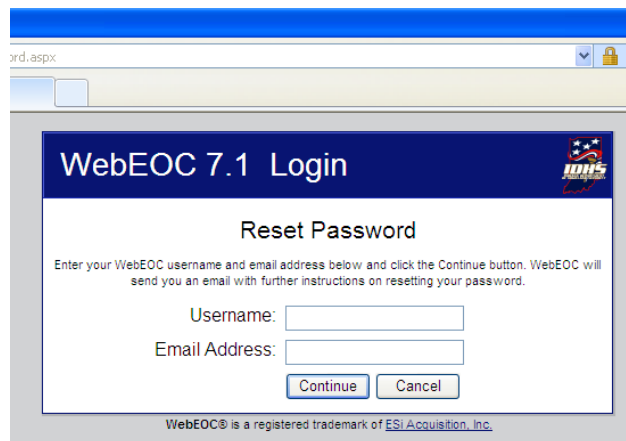   a. Go to the log in page
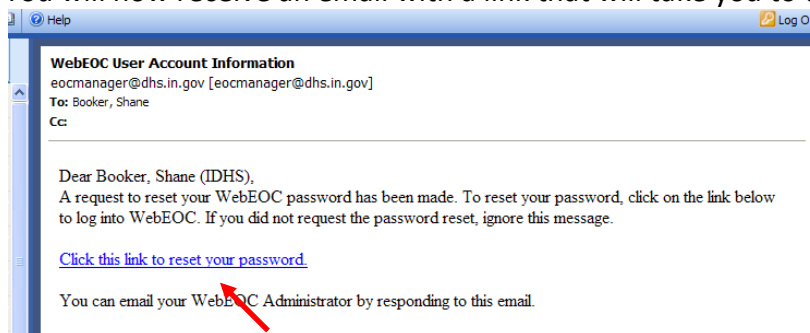   b. Click on Forgot Username/Password

c. Click on Reset Password
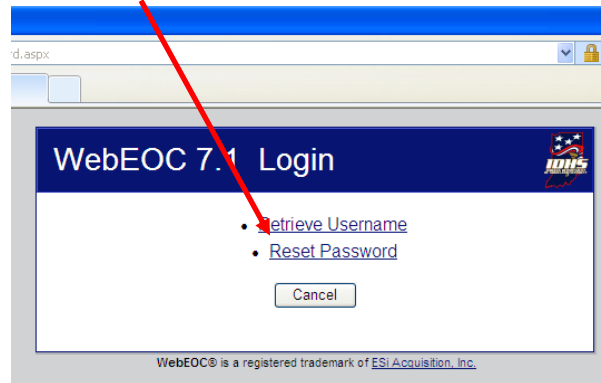
d. Enter in your User name and email address associated with your WebEOC Account

You will now receive an email with a link that will take you to the login screen.

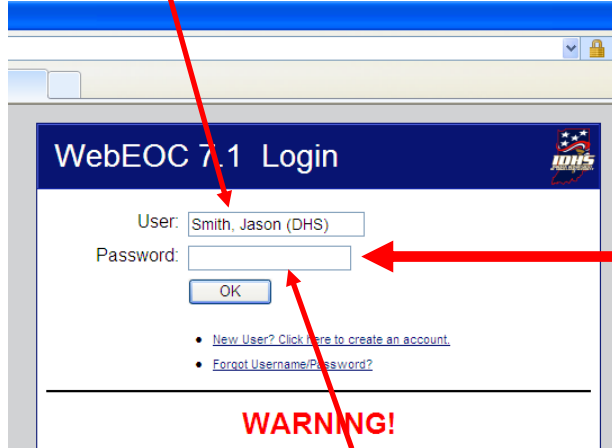e. Click on the link in your email.
   i. Note: If you are using Microsoft Outlook Webmail, click on the link in the email.
      1. You will be taken to internet explorer and receive an error
      2. In the address bar, delete the webmail address to the point where you see https://eoc.in.gov/eocy7...
      3. Hit enter or click go

4. If this doesn't work for you, please access Outlook directly to see a useable link.
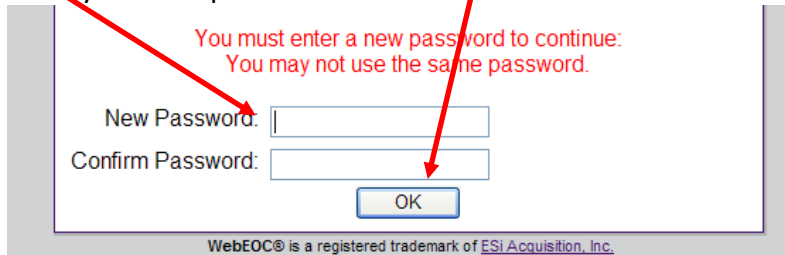
You will be taken to a new log on screen.

5. Enter your user name

LEAVE THE PASSWORD FIELD BLANK!

WARNING!

6. DO NOT ENTER A PASSWORD, ONLY YOUR USER NAME

f. Click OK and you will be prompted to enter a new password.
g. Enter your new password and click OK.

If you need additional assistance, please send an email to: WebEOC@dhs.in.gov. This email account is monitored 24 hours a day, 7 days a week.